

T-03471A-10-0498

ORIGINAL



0000130520

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99879

Date: 10/11/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Donald**

Blume

Account Name: Donald Blume

Home:

Street:

Work:

City: Mesa

CBR:

State: AZ Zip: 85215

is: E-Mail

Utility Company: **Cox Arizona Telcom , L.L.C. d/b/a Cox Communications**

Division: Telephone

Contact Name: Mark Dinunzio

Contact Phone:

Nature of Complaint:

*****THIS WAS MISPLACED IN MY MAILBOX*****

On 9/2/10 rec'd following:

From: Don Blume [mailto:donblume@cox.net]
Sent: Wednesday, September 07, 2011 9:33 AM
To: Utilities Div - Mailbox
Subject: Cox Increase Complaint

Is this the proper channel to complain about the proposed Cox rate increases? I wish to do so.

Thanks,
Donald Blume
4238 N. Tabor St.
Mesa, AZ
480-654-0335

Arizona Corporation Commission

DOCKETED

OCT 17 2011

In response to my note of earlier 9/8:

From: Don Blume [mailto:donblume@cox.net]
Sent: Thursday, September 08, 2011 12:52 PM
To: Utilities Div - Mailbox
Cc: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Re: Cox Increase Complaint

DOCKETED BY

[Signature]

DOCKET CONTROL
AZ CORP COMMISSION

2011 OCT 17 A 10:20

Sheila,

RECEIVED

If it is too late, why even bother. I protest the fact that Cox did not make customers aware until the last few days

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

about the proposed increase request.

I received a letter from Cox Communications four days ago about the proposed increase. Why was Cox not required to notify customers with sufficient time for customers to review and comment on the proposed changes? I checked for any hearing information today (Tuesday) on the Commission web pages and only found hearings listed that had all expired but one in Yuma, I think.

I had always thought the Commission was looking out for the consumer interests.

Thank you, Donald Blume

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Sheila M. Stoeller
Sent: Thursday, September 08, 2011 10:10 AM
To: Utilities Div - Mailbox
Cc: Sheila M. Stoeller
Subject: RE: Cox Increase Complaint

Good morning, Mr. Blume

I am in customer service and will be glad to register fact that you are against Cox's proposal in our database. I must tell you, however, that the issue has already been heard in Tuesday's Open Meeting and four of the five commissioners voted for Cox. Secondly, I must offer some clarification....the issue was not an actual increase in rates or tariffs. Cox requested permission, so to speak, to raise the limits to which they might raise tariffs at some later time. Hence, for time being, there will be no increase in your bill. But, Cox now has ability to raise rates/tariffs at a later time to a higher amount than they were allowed before. It's doubtful that they'd go right to that limit....that will most likely occur over the course of time. Their ceiling is now higher, not their rates.

As I said, I will be happy to register you as opposed to the whole issue, but it will be "after the fact". Let me know if that's what you wish. Thank you.

Sheila Stoeller
Customer Service
Utilities Division

10/14--am closing this account after I docket this in 10-0498
End of Comments

Date Completed: 10/14/2011

Opinion No. 2011 - 99879
